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## PATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Atty. File No.: 1732 (42059-01170)

Confirmation No.: 3566

For: "METHOD AND SYSTEM FOR CALL  
QUEUEING AND CUSTOMER  
APPLICATION INTERACTION"

) Group Art Unit: 2642

) Examiner: Le, Karen L.

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<p style="text-align: center;">CERTIFICATE OF MAILING</p> <p>I hereby certify that this correspondence is being transmitted via facsimile to the U.S. Patent and Trademark Office on December 7, 2005.</p> <p style="text-align: center;">MARSH FISCHMANN &amp; BREYFOGLE, LLP</p> <p>BY: <u><i>Marshall Brengle</i></u> FOURTEEN SILEO</p>
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AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Mail Stop: AF

Dear Madam:

Applicants submit this Amendment and Response to address the Final Office Action having a mailing date of October 7, 2005. Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicants believe that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows: